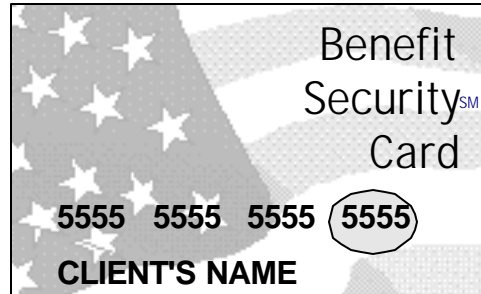


The Arkansas EBT Card



Dear Customer,

If you are certified to receive Food Stamp or TEA benefits, your benefits will be deposited into an Electronic Benefits Transfer (EBT) account. You will be using a plastic EBT card, called the *Benefit Security Card* (above) to access your benefits at participating retail stores and automated teller machines (ATMs). This brochure will give you helpful information about your EBT card and benefits in your EBT account

If you have any questions about your EBT card or account call the Arkansas EBT Help Desk

at:

1-800-997-9999

Receiving Your EBT Card and PIN

After you are initially certified to receive Food Stamp and/or TEA benefits, an EBT card will be mailed to you. A day or two after you receive your card you will receive your personal identification number, or PIN, in the mail. If you do not receive both of these items within 5 – 7 days after your application has been approved, you should call the Help Desk at 1-800-997-9999 and report it.

Your original EBT card will be used each time you are recertified to receive benefits, so do not lose it or throw it away. If you do lose your card or it becomes damaged you must call the Help Desk and request a replacement card. Also, if you forget your PIN or you think someone has learned what your PIN is, you should call the Help Desk and request that a new PIN be mailed to you.

About Your PIN

Keep your PIN secret! Memorize it!

- **NEVER** write your PIN on your card or keep a copy of it in your purse/wallet

- **NEVER** let anyone, including store clerks, see you enter your PIN at the machine
- **DO NOT** let anyone use your card and PIN without your OK. If someone takes your card and knows your PIN, they can use your benefits and they will not be replaced!

When Are Benefits Available Each Month?

• **Food Stamp Benefits**

If the last digit of the casehead's social security number is:	Benefits are first available on this day of the month:
0-3	5th
4-6	10th
7-9	15th

• **TEA Benefits**

TEA Benefits are normally available on the first calendar day of the month.

Benefits For Newly Opened Cases

For new ***Food Stamp*** cases open after the first of the month, benefits are available two working days after the case is approved. ***TEA*** benefits for a case opened after the first of the month are normally available the day after the case is approved.

Of course, you will need your EBT card and PIN in order to access your benefits.

Note: All benefits are available beginning at 6:00 a.m. on dates shown above. Benefits are available 24 hours a day, 7 days a week, even on weekends and holidays. Any benefits left at the end of the month are carried over to the next month. **You will not lose any benefits as long as you use them within 90 days.**

Where To Use Your Card

You can only use your card at retail stores or Automated Teller Machines that display the *Quest*® symbol.



You may only purchase food items with your Food Stamp benefits. You can purchase anything with your cash (TEA) benefits.

Additionally, at some stores you will be able to withdraw some or all of your cash benefits. Some stores may limit the amount of money you can withdraw from your cash benefits and may require you to purchase something in order to receive cash back.

You can also withdraw your cash benefits from Automated Teller Machines that display the Quest® symbol.

If you do not see the *Quest*® symbol, ask the store or bank manager if you can use your card there before you attempt a transaction.

You **CANNOT** get cash back from your food stamp benefit account from either stores or Automated Teller Machines.

How To Always Know Your Balance

1. Keep your last purchase receipt. It shows the amount of your purchase & much you have left
2. Call the Help Desk (see below)

How To Use The Telephone To Check Your Balance

1. Call the Help Desk at 1-800-997-9999
2. After listening to the opening message, enter “1” to hear messages in English or “2” for Spanish.
3. Enter your 16-digit card number when asked to do so.
4. After a short pause, your benefit balance(s) will be given to you.
5. If you do not have a touch-tone telephone stay on the line and a customer service representative will be with you shortly to assist you.

If You Move Out Of State

Contact your Arkansas DHS county office and give them your new address. Any remaining Food Stamp benefits can be converted to paper benefits and mailed to your new address. You should spend or withdraw any remaining cash benefits before you leave the state.

Remember to...

- Keep your *Benefit Security Card* in a safe place
- Memorize your PIN and NEVER share the number with anyone
- Save your receipts to keep up with your balance
- If you are unsure of your balance call the Help Desk before using your card
- Call the Help desk right away if your card is lost or stolen
- Call the Help desk if you forget your PIN or if you think someone has learned your PIN

It's The Law!

Misuse or abuse of your card will result in investigation by State and/or Federal authorities. Documented violations will result in sanctions including:

- Disqualification from program
- Recovery through recoupment/restitution
- Referral for criminal prosecution

